

# Using eMAQCS®plus for Custodial Account Reconciliations



# What's Changing?

Annual P&I and T&I custodial account reconciliation review requests are now being managed through eMAQCS®plus (eMAQCS)

- P&I and T&I reconciliation forms for the requested review month are completed within eMAQCS
- Easy upload of requested supplemental documentation
- Monitor and review results with the ability to communicate with the reviewer

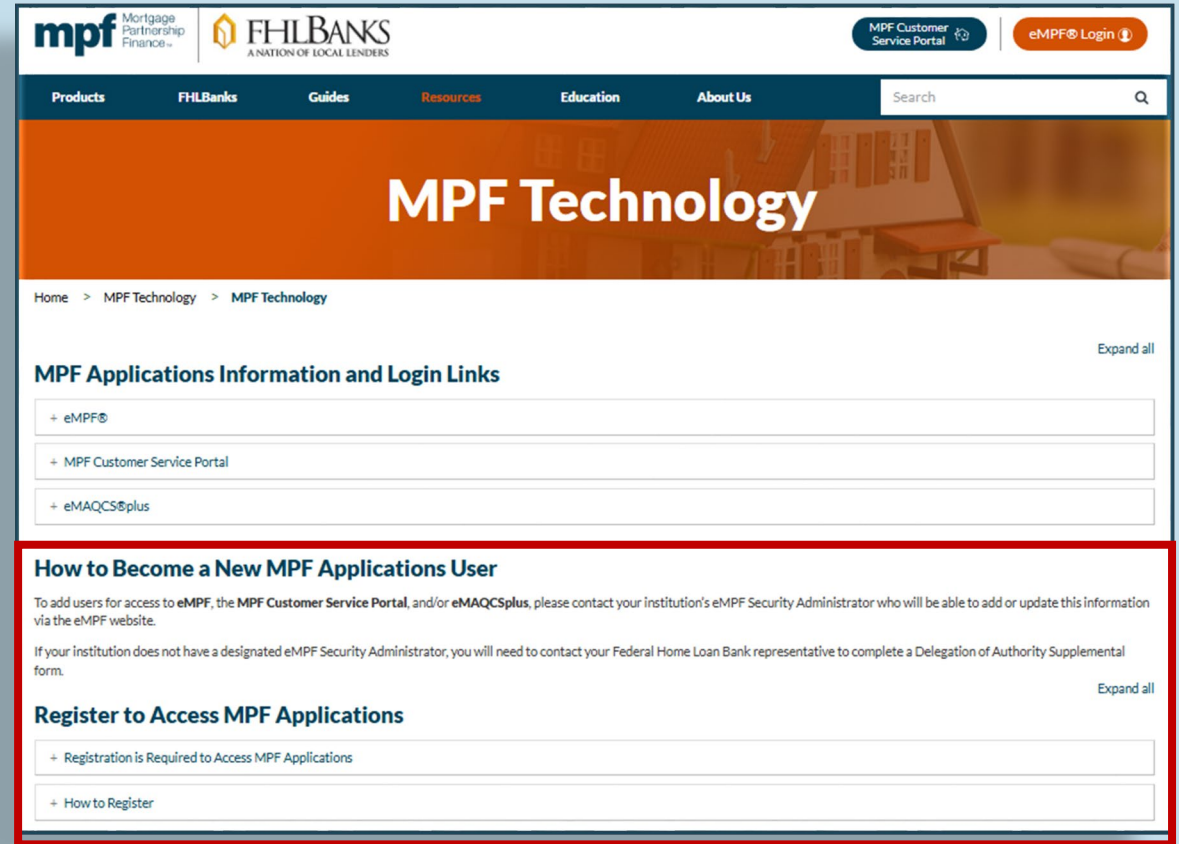


*This new process only impacts our annual request for your custodial account reconciliations and does not impact your monthly reporting via ServicerConnect*

# About eMAQCSplus

To access eMAQCS, you must be established as user

- Information about how to become a new user is available on the MPF Program website's **MPF® Technology** page

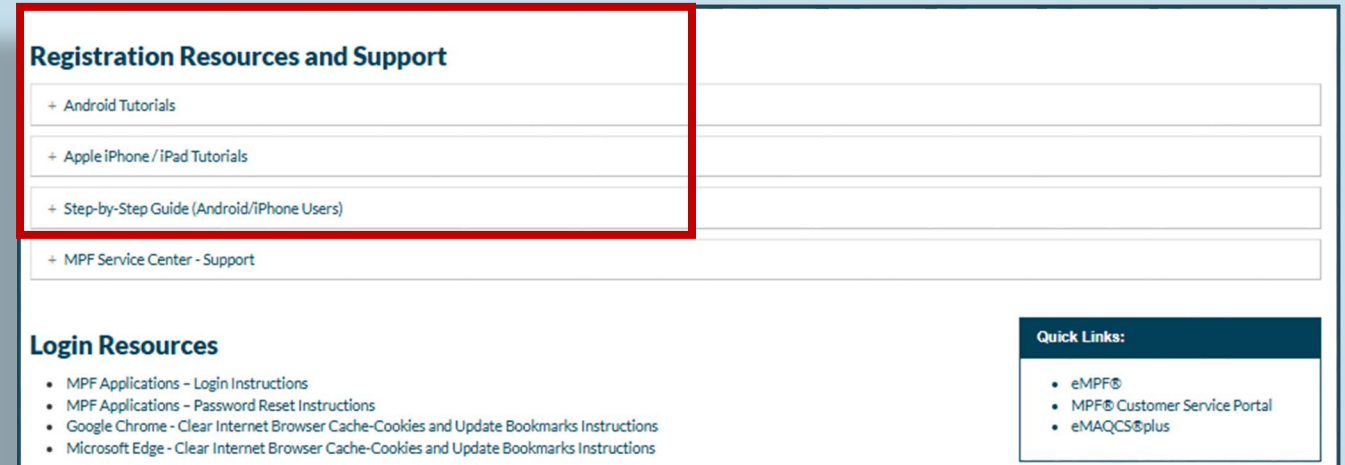


<https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology>

# Multi-Factor Authentication

The **Microsoft Authenticator** application is used for multi-factor authentication

- The **Microsoft Authenticator** application must be installed on a mobile device
- Information and installation instructions are located on the MPF Technology page on the MPF Program website



<https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology>



# Reconciliation Requests

If you are reconciling your custodial accounts as required, the annual review request process will be easy to complete

- Requests for annual reviews are sent via email from: [noreply@covius.com](mailto:noreply@covius.com)
- The requested reconciliation form(s) and supplemental documentation must cover the month noted in the request
- Email requests include a checklist of items that must be completed and/or uploaded

Dear Servicer:

As per the MPF Servicing Guides, MPF requires servicers to prepare monthly reconciliations for each of their custodial accounts and upon request, supply copies of these reconciliations to the MPF provider for review. The below action items are due by \_\_\_\_\_.

## Custodial Account Reconciliation Checklist

Principal and Interest (P&I) Custodial Account
1. Complete Form SG320(A) electronically in eMAQCS plus, all sections must be filled out
2. Copy of bank statements for selected cutoff being reviewed. (If remittance type is A/A be sure to include FHLB non-interest-bearing account statement.)
3. Bank statement or screen print reflecting verification of the Deposits in Transit, Disbursements in Transit, and/or Adjustments
4. Corresponding Final Turn Around Report (fTAR) for the reporting period confirming the remittance amount
Escrow Custodial (T&I) Account
5. Complete Form SG321(A) electronically in eMAQCS plus, all sections must be filled out
6. Copy of bank statements for selected cutoff being reviewed
7. Bank statement or screen print reflecting verification of the Deposits in Transit, Disbursements in Transit, and/or Adjustments
8. A Servicing System generated Trial Balance Report that displays all FHLB escrow liabilities. (Provide only total pages when submitting to MPF Provider.)
9. Statement(s) showing advances to cover overdrafts
10. Support for any unapplied suspense funds showing they are appropriately and timely handled, and held in in the appropriate custodial account
Account Titles
11. Copies of P&I and T&I account signature cards or similar documents with full legal title to verify that the Custodial Account titles comply with the MPF Servicing Guide

### \*Correct titles for Servicer

*P&I custodial Account Title: [Servicer's Name] as trustee for the benefit of the Federal Home Loan Bank of Chicago its successors and assigns*

*T&I custodial Account Title: [Servicer's Name] as trustee for the benefit of the Federal Home Loan Bank of Chicago its successors and assigns and/or various Mortgagors*

If space is limited, it is acceptable to shorten your PFI name and use the following abbreviations:

TTEE - "trustee"

FBO - "for the benefit of"

ISAA - "its successors and assigns"

FHLB - "Federal Home Loan Bank" (district name to be included)

AOVM - "and/or various Mortgagors"

for the period  
Pipeline

n  
on form to

n.

act the MPF  
vice Portal

ssist in

# Getting Started Requests

# Open Your Pipeline

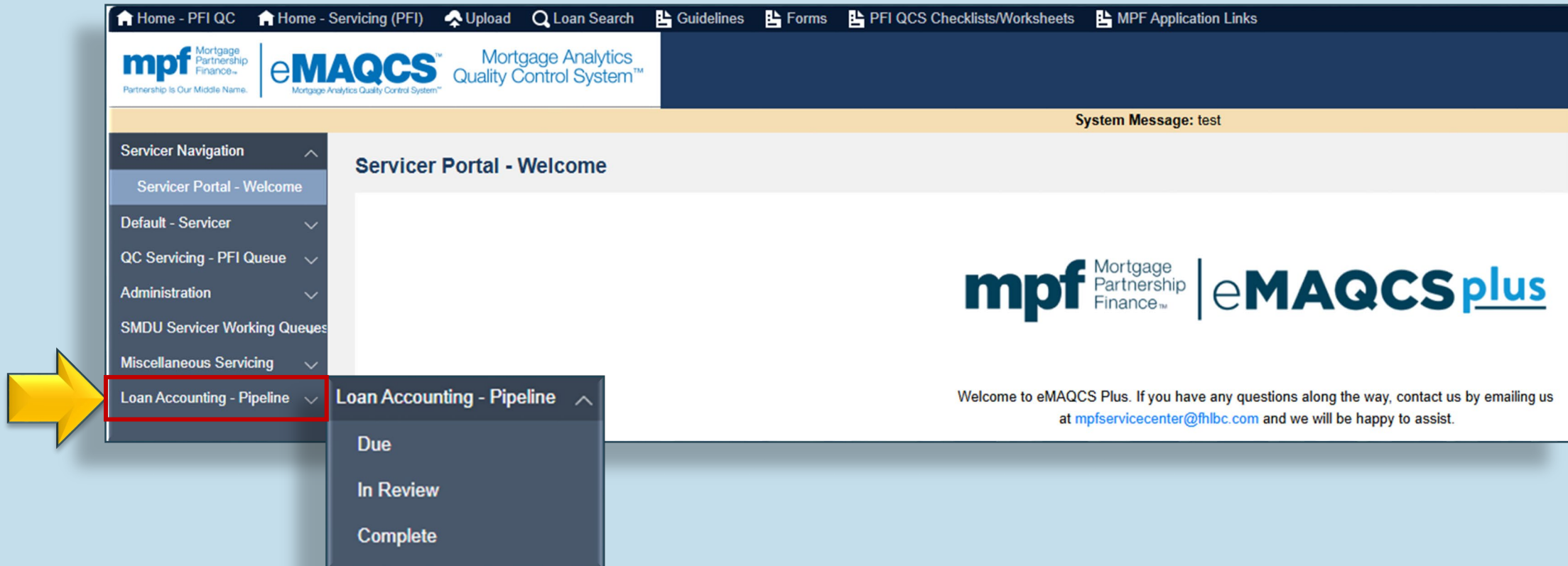
To open your pipeline, click on the **Home-Servicing (PFI)** tab at the top of your home screen



The screenshot shows the MPF Home-Servicing (PFI) interface. At the top, a dark blue navigation bar contains several tabs: 'Home - PFI QC', 'Home - Servicing (PFI)' (highlighted with a red box), 'Upload', 'Loan Search', 'Guidelines', 'Forms', 'PFI QCS Checklists/Worksheets', and 'MPF Application Links'. Below the navigation bar, the main content area is divided into two sections. On the left is a dark blue sidebar with a 'QC - PFI Queue' header and a list of items: 'PFI Pipeline' (highlighted), 'Missing Documents', and 'Loans Pending'. The main content area on the right is titled 'QC - PFI Queue - Pipeline' and contains a table with a header 'Drag a column header and drop it here to group by that column'. Below the table, there are two buttons: 'Export to Excel' (with a green X icon) and 'Clear Filters' (with a red X icon). The MPF logo and 'eMAQCS Mortgage Analytics Quality Control System' logo are visible in the top left of the main content area. A 'System Message: test' is displayed in a yellow box on the right side of the main content area.

# Open Your Pipeline

Select the [Loan Accounting-Pipeline](#) Menu



The screenshot displays the eMAQCS Plus Servicer Portal interface. At the top, a navigation bar includes links for Home - PFI QC, Home - Servicing (PFI), Upload, Loan Search, Guidelines, Forms, PFI QCS Checklists/Worksheets, and MPF Application Links. Below this, the MPF Mortgage Partnership Finance and eMAQCS Mortgage Analytics Quality Control System logos are visible. A system message banner reads "System Message: test". The main content area is titled "Servicer Portal - Welcome" and features the eMAQCS plus logo and a welcome message: "Welcome to eMAQCS Plus. If you have any questions along the way, contact us by emailing us at [mpfservicecenter@fhbnc.com](mailto:mpfservicecenter@fhbnc.com) and we will be happy to assist."

On the left, a "Servicer Navigation" menu is open, listing various options. The "Loan Accounting - Pipeline" option is highlighted with a red rectangular box. A large yellow arrow points from the left towards this highlighted option. A sub-menu is open for "Loan Accounting - Pipeline", showing three items: "Due", "In Review", and "Complete".



# Due

**Request Type:** requests are categorized by either remittance type (MPF Traditional product) or specific product (MPF Xtra or MPF Government MBS)

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Due

Drag a column header and drop it here to group by that column

Export

Clear Filters

<input type="checkbox"/>	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
<input type="checkbox"/>								4/25		
<input type="checkbox"/>		S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>		A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>		GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>		XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>		S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

# Due

## Submitted/Due/Total Forms:

- **SG320/SG320A** - P&I Custodial Account Reconciliation Form
- **SG321/SG321A** - T&I Custodial Account Reconciliation Form
- Associated requested documentation must also be submitted

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Due

Drag a column header and drop it here to group by that column

Export to Excel

Clear Filters

Menu

Request Type

Submitted/Due/Total Forms

Submitted/Due/Total Forms

0 / 2 / 2

0 / 2 / 2

0 / 2 / 2

0 / 1 / 1

0 / 2 / 2

You have submitted 0 forms

2 forms are outstanding (P&I and T&I)

2 forms were requested

Month

Order Date

Due Date

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

FHLB-Top

J Smith

4/25

# Due

**As Of Month:** the requested forms and account statements must cover the reporting month noted in this column

**Order Date:** the order date is the day following the monthly remittance process (MRP)\*

**Due Date:** All forms and supplemental documentation are due by the last day of the request month (in this example, June 30)

Loan Accounting - Pipeline ^

Due

In Review

Complete

<input type="checkbox"/>	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	≡	S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

\*In this scenario for June, the day after MRP is the 19<sup>th</sup> but because the 19<sup>th</sup> is a holiday, the order date moves to the next business day (20<sup>th</sup>)

# Completing Forms and Uploading Account Statements

# How to Complete a Form

- Right-click on the request line
- Select **View Forms**

SG320/SG320A - P&I Custodial Account Reconciliation Form

SG321/SG321A - T&I Custodial Account Reconciliation Form

<input type="checkbox"/>	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	4/25	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	≡	S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
<input type="checkbox"/>	≡	S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

View Forms



# Completing Forms

Loan Accounting Details ^

Forms

Documents

Findings

Notifications

Findings Audit History

Loan Accounting

Forms

	Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit	SG-320A	P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		
Edit	SG-321A	T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		

Select *Edit* to open the form you wish to complete

# Completing Forms

- Clicking *Save* will submit your form, even if incomplete
- You may return to complete or edit the form until the request is closed

The screenshot shows the 'Loan Accounting Details - Forms' interface. On the left is a sidebar with a menu containing 'Forms', 'Documents', 'Findings', 'Notifications', and 'Findings Audit History'. The 'Forms' tab is selected. The main content area has a 'Forms' table at the top with columns: Form No, Form Name, Assigned Analyst, Status, Created By, Created Date, Submitted By, and Submitted Date. Below the table are tabs for 'Form', 'Document', and 'Instruction'. The 'Form' tab is active, showing the 'P&I Custodial Account Reconciliation' form for 'Form SG320A'. The form includes sections for 'PFI/Service Information' (with fields for PFI Number: 1111 and Servicer Name: Fake Bank), 'Product Information' (with a note about MPF Traditional product and a Remittance Type dropdown set to 'Actual/Actual'), and a 'Body Form' section with a table for remittance data. A 'Save' button is located at the bottom right. Annotations include a purple callout box explaining the tabs, a yellow arrow pointing to the scrollbar, and another yellow arrow pointing to the 'Save' button with the text 'Save also submits'.

You are on the *Form* tab. The *Document* tab is for requested supplemental documentation uploads, and the *Instruction* tab walks you through the forms

Use scroll bar

Save also submits

Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit SG-320A	P&I Custodial Account Reconciliation						
Edit SG-321A	T&I Custodial Account Reconciliation						

P&I Custodial Account Reconciliation Form SG320A

PFI/Service Information

PFI Number: 1111 Servicer Name: Fake Bank

Product Information

This form is for the MPF Traditional product only.

Remittance Type: Actual/Actual

Body Form

Time Period Covered: \_\_\_\_\_

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

	Date	Amount	Amount
1. Bank Statement Balance	mm/dd/yyyy		

P&I Custodial Account Acct# \_\_\_\_\_

Save

# Form Reminders

- Reminder, there is no button to submit, simply select **Save**
- If you do not select **Save**, your work will be lost
- If you cannot finish a form, you can come back and edit it later
- Forms can be edited until the review has been moved to the **Complete** queue

The screenshot displays the 'Loan Accounting Details - Forms' interface. On the left is a sidebar with navigation options: Forms, Documents, Findings, Notifications, and Findings Audit History. The main area is titled 'Loan Accounting Details - Forms' and contains a table of forms. A red box highlights the 'Edit' button next to the first form in the table. Below the table, the details for form 'SG320A' are shown. The form is titled 'P&I Custodial Account Reconciliation' and includes sections for PFI/Service Information, Product Information, and Body Form. A red box highlights the 'Save' button at the bottom right of the form details.

Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
SG-320A	P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Service 1111	06/21/2025		
SG-321A	T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Service 1111	06/21/2025		

**P&I Custodial Account Reconciliation** Form SG320A

**PFI/Service Information**

PFI Number: **1111** Service Name: **Fake Bank**

**Product Information**

This form is for the MPF Traditional product only.

Remittance Type: **Actual/Actual**

**Body Form**

Time Period Covered:

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

	Date	Amount	Amount
1. Bank Statement Balance	mm/dd/yyyy		

**Save**

# Uploading Supplemental Documentation

Loan Accounting Details - Forms

Forms

	Form No.	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit		P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		
Edit		T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		

P&I Custodial Account Reconciliation

Form

Document

Instruction

SG320A

P&I Custodial Account Reconciliation

Form SG320A

PFI/Servicer Information

PFI Number:

1111

Servicer Name:

Fake Bank

Product Information

This form is for the MPF Traditional product only.

Remittance Type:

Actual/Actual

Body Form

Time Period Covered:

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

		P&I Custodial Account Acct#	A/A Account at MPF Bank Acct#
	Date	Amount	Amount
1.	Bank Statement Balance	mm/dd/yyyy	

Save

# Uploading Supplemental Documentation

Click on the  sign to browse for your file(s)

- Locate the file (or files) you wish to upload **NOTE: select carefully, once added, files cannot be deleted**
- You may drag your file(s) over to the file icon or you may double-click on the file you wish to add

P&I Custodial Account Reconciliation

Form Document Instruction

### Custodial Recon Doc Page


Custodial Recon Doc Page

Menu
No records to display.

Documents  
(PDF,XLSX)

File name length allowed: 100

Custodial Recon Docs





# Uploading Supplemental Documentation

- The file icon will turn green and reflect the number of documents that have been added
- There is no set naming convention for your file(s)

**P&I Custodial Account Reconciliation**

Form Document **Instruction**

### Custodial Recon Doc Page


Custodial Recon Doc Page

Menu
No records to display.

Documents  
(PDF,XLSX)

File name length allowed: 100

Custodial Recon Docs



# Review Management

# In Review

- After the required forms are uploaded, they are reviewed by MPF Loan Accounting
- MPF Loan Accounting will notify you via email (will come from a Covius email address) if your submission has been closed or if there are any findings associated with the submission
- To view the findings associated with your submission, right click on the request from the list and select **View Findings**

Loan Accounting - Pipeline ^

Due

In Review

Complete

Export to Excel

Clear Filters

<input type="checkbox"/>	Menu	Request Type	PFI Number	PFI Name	PFI Owner	Submitted/Due/Total Forms	# Findings Open / Closed / Total	Reviewer	As Of Month	Order Date	S/S Submitted Date
<input type="checkbox"/>									4/25		
<input checked="" type="checkbox"/>	≡	S/R	1111	Fake Bank	FHL		1 / 0 / 1	J Smith	4/25	06/01/2025	06/03/2025
<input type="checkbox"/>	≡	XTRA	1111	Fake Bank	FHL		0 / 0 / 0	J Smith	4/25	06/01/2025	06/03/2025
							0				

View Form(s)

View Documents

View Findings

Page: 1 of 1 Go Page size: 2 Change

Item 1 to 2 of 2

# In Review

- A short description of the finding will be provided

**Note:** you may expand the description box to see the entire message by pulling the box down from the lower right corner

- To **add or view** any comments, right-click on the description box

Loan Accounting - Pipeline ^

Due

In Review

Complete

Export to Excel Clear Filters


<input type="checkbox"/>	Menu	Form Type	Finding Type	Finding Description	Finding Status	Finding Status Date	Last Comment	Last Comment By	Last Comment Date
<input type="checkbox"/>	≡	SG-320A	Missing Document	Missing Bank Statement	New Finding	06/13/2025			

View/Add Comments

Page: 1 of 1 Go Page size: 1 Change

Item 1 to 1 of 1

# In Review

- To add a comment, select **Add New**
- Enter your comment into the comment box and click the save icon 

Loan Accounting - Pipeline ^

Due



**In Review**

Complete

eMAQCS Plus V4.1

### Loan Accounting - Finding Comments

LA - Finding Comments

 Add New  Export to Excel



<input type="checkbox"/> Created By	Created Date ▾	Comment
No records to display.		

Page: 1 of 1 Go Page size: 25 Change



eMAQCS Plus V4.1

### Loan Accounting - Finding Comments

LA - Finding Comments

 Add New  Export to Excel

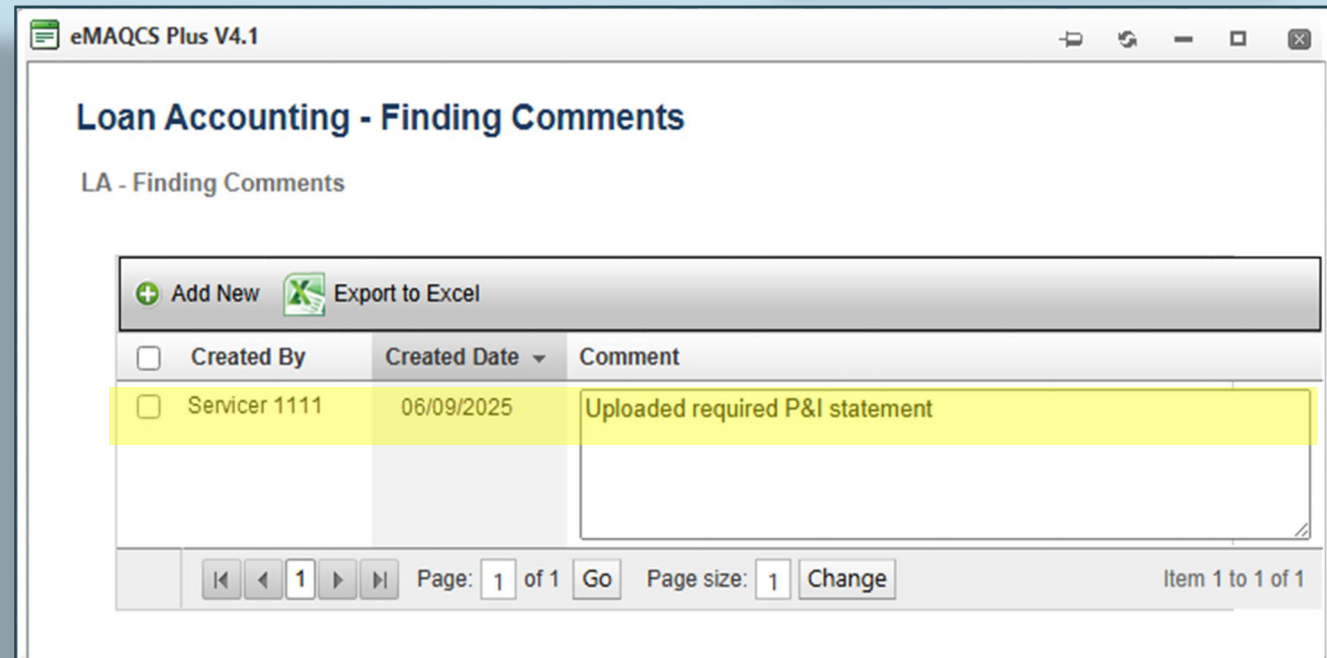
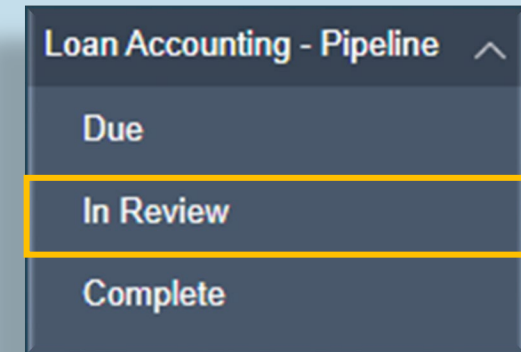
<input type="checkbox"/> Created By	Created Date ▾	Comment
<p>Comment</p> <p>Uploaded required P&amp;I statement</p>		



# In Review

- Your comment will be added to the comment log resulting in the request will be moved back to MPF Loan Accounting for review
- **A comment must be added to notify MPF staff that an action has occurred**



# In Review

After you (or the MPF reviewer) adds a comment, the Status and Comment fields will populate

- The date of the last comment will populate and update as more comments are added
- The first few words of the last comment will be visible
- The commenter's name will be listed
- The date and time of the last comment will display
- **A comment must be input to move the review back to the MPF Loan Accounting Team**

Loan Accounting - Pipeline ^

Due

In Review

Complete

<div>Export to Excel Clear Filters</div>									
<input type="checkbox"/>	Menu	Form Type	Finding Type	Finding Description	Finding Status	Finding Status Date	Last Comment	Last Comment By	Last Comment Date
<input type="checkbox"/>	SG-320A	Missing Document	Missing Bank Statement	FHLB In Review (Finding Response)	06/09/2025	Uploaded required P&I statement	Servicer 1111	6/9/2025 10:45:58 AM	
									1 to 1 of 1

# Completed Reviews

# Complete

Emails are sent to notify you that a review has been completed, and any findings have been cleared

- Completed reviews will be available in the **Complete** queue for 2 years
- The **Complete** queue will contain a 2-year lookback

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Complete

Drag a column header and drop it here to group by that column

Export to Excel

Clear Filters

<input type="checkbox"/>	Menu	Request Type	PFINumber	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	S/S Submitted Date	Completed Date	# Findings Open / Closed / Total
<input type="checkbox"/>	≡	S/R	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/21/2025	06/24/2025	0 / 1 / 1

## MPF Service Center

**Phone:** (877) 345-2673

**Email:** [MPF-Help@fhlbc.com](mailto:MPF-Help@fhlbc.com)

**Hours:** 8:30 AM to 4:30 PM CT





# About This Material

The information presented in these training materials is for general information only and is based on guidelines and practices generally accepted within the mortgage finance industry and is not intended to be all-inclusive. The MPF<sup>®</sup> Provider makes no representations or warranties of any kind with respect to the accuracy, completeness or suitability for any purpose of the information contained in this training.

The MPF Provider expressly disclaims all warranties, express or implied, including without limitation warranties of merchantability and fitness for a particular purpose regarding these materials and our training program. In no event will the MPF Provider be liable for any direct, indirect, incidental, punitive or consequential damages of any kind with respect the training or materials provided.

All examples are hypothetical and are for illustrative purposes only. This training is not intended and should not be interpreted or relied upon as legal advice. We encourage you to seek advice from a qualified professional.

These materials should not be used in place of the MPF Guides. The MPF Guides are the governing documents and control in the event of discrepancies.

The official versions of all MPF Guides are available at [www.fhlbmpf.com](http://www.fhlbmpf.com) or via AllRegs<sup>®</sup>.

All photos and illustrations provided by Shutterstock.

*“MPF” and “eMAQCSplus” are registered trademarks and the “MPF Mortgage Partnership Finance” logo is a trademark of the Federal Home Loan Bank of Chicago.*